

Docket No.: CHA920030017US1 (IBMC-0072)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Amitabh et al.

Conf. No.: 9419

Serial No.: 10/630,392

Art Unit: 3628

Filed: 7/30/2003

Examiner: Robinson Boyce, Akiba K

Title: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM
WITH COMPLIANCE TRACKING CAPABILITIES

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

I. INTRODUCTORY COMMENTS

This paper is being filed in response to the Office Action dated November 19, 2008.

Please amend the above-referenced patent application as follows: